SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00[illegible] Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
1	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - Company Profile		The Bidder, as a single legal entity, must be registered in India and should have been in operations in India for a minimum of three (3) years by the date of opening of the bid.	We request you to provide relaxations for start-ups registered under DPIIT. As some of the participating **CSP's were not offering cloud services to Public Sector in the 3 last years.**	RFP Condition prevails
2	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - Company Profile		The Bidder, as a single legal entity, must be registered in India and should have been in operations in India for a minimum of three (3) years by the date of opening of the bid.	Request to allow consortium within the group companies as each entity belonging to parent group company, will have focussed business practice such as; IT Infra, Software, Cloud Services, Security, Audit etc. for such large and complex requirement, these entities will harness expertise and provide desired deliverables to BMTC.	RFP Condition prevails
3	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSP Turnover		Bidder must have minimum average turnover of INR 30 Crores for the last three (3) Financial Years (2019-20, 2020-21 and 2021-22).	Request to reduce INR 30 Crores to **INR 15 Cr for wider** participation	RFP Condition prevails
4	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSP Turnover		Turnover	Company Financials & Profile of CSP: Requesting to reduce the bidder Turnover from **Rs. 30 Crores to 20 Crores** as we are an MSME.	RFP Condition prevails
5	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSP Turnover		Turnover	Requesting to reduce the bidder Turnover from Rs. 30 **Crores to 20 Crore**s as we are an MSME.	RFP Condition prevails
6	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSP Turnover		Bidder must have minimum average turnover of INR 30 Crores for the last three (3) Financial Years (2019-20, 2020-21 and 2021-22).	We are requesting you to grant a relaxation for the Turnover as we are an MSME, and we requesting to reduce the average Turnover to Rs. 20 crores Turnover for the last 3 years. Kindly consider and grant our request so we can provide you with our best and optimized services. Our recent Cloud Bid wins are Karnataka State Police (KSP), Central Council For Research In Ayurvedic Sciences (CCRAS), Bharat Electronics Limited (BEL)	RFP Condition prevails
7	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP turnover			We are Meity Empaneled Data Centre and **Cloud Service Providers** having 4 data centres in India. We request you to consider the **Turnover min 100 crores and above,** so that department will benefited and enable more participation.	RFP Condition prevails
8	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP turnover		Bidder must propose CSP who should have annual turnover of more than 300 Crores, for any three (3) financial years, out of last five (5) years for cloud business in India (2017-18, 2018-19, 2019-20, 2020-21, 2021-22	Bidder must propose CSP who should have annual **turnover of more than 50 Crores**, for any three (3) financial years, out of last five (5) years for cloud business in India (2017-18, 2018-19, 2019-20, 2020-21, 2021-2	RFP Condition prevails
9	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP turnover	2b	Bidder must propose CSP who should have annual turnover of more than 300 Crores, for any three (3) financial years, out of last five (5) years for cloud business in India (2017-18, 2018-19, 2019-20, 2020-21, 2021-22).	Request to consider CSP Annual **Turnover of 150 cores** and above, instead of 300 crores.	RFP Condition prevails
10	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSME exemption turnover and experience			MSME documentation does not account for any exemption in experience and turnover. We are humbly requesting to you kindly consider the following pointsMSE Exemption for Years Of Experience and Turnover. Start-up Exemption for Years Of Experience and Turnover	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
11	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSME exemption turnover and experience			We kindly request you reconsider the current provisions of the RFP and revise it to include MSMEs & start-ups in the experience and turnover criteria. We eagerly anticipate your support and consideration.	RFP Condition prevails
12	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria -MSME exemption turnover and experience		Bidder must have minimum average turnover of INR 30 Crores for the last three (3) Financial Years (2019-20, 2020-21 and 2021-22).	We request you to provide relaxations for start-ups registered under DPIIT.	RFP Condition prevails
13	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- MSP Experience		Bidder should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/Central/PSU/private Departments/ firms in India.	We request you to consider changing the experience to **1 project worth 1 crore** instead of 2 projects.	RFP Condition prevails
14	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- MSP Experience		Bidder should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/ Central/PSU/private Departments/ firms in India.	Request to reduce from **two cloud related projects to one cloud project.**	RFP Condition prevails
15	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- MSP Experience		Bidder should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/Central/PSU/private Departments/ firms in India.	We request you to accept as follows for the fair and healty competition: Bidder should have **executed/On-Going** at least **One cloud related project of INR 2 Crores** or higher from a State/Central/PSU/private Departments/ firms in India.	RFP Condition prevails
16	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- MSP Experience		Bidder should have executed at least two cloud-related projects each of INR 2 Crores or higher from State/Central/PSU/private Department/ firm in India.	Bidder Should have executed **at least one cloud-related project of INR 5 Crores.** OR **At least two cloud-related projects of INR 2 Crores** or Higher from a State/Central/PSU/private Department/firm in India	RFP Condition prevails
17	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- MSP Experience		Bidder should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/Central/PSU/private Departments/ firms in India. Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	Please confirm **if any Cloud PO [of Meity empanelled providers] will suffice the ask or only proposed Cloud projects** will be accepted	RFP Condition prevails
18	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- MSP Experience		Project Experience: Bidder should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/Central/PSU/private Departments/ firms in India.Supporting doc:Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	We request to department kindly amend this clause as :Project Experience: Bidder/CSP should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/Central/PSU/private Departments/ firms in India.Supporting doc: Copy of Client certificate, work order, completion certificate or extract from the contract mentioning the scope of work.	RFP Condition prevails
19	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW		CSP Qualification	Request you to add the below for CSP Qualification: CSP Qualification: CSP should have successfully implemented / **commissioned at least five (05) projects of DC/DR** with Cloud Deployment for any state or central government entities	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00[illegible] Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
20	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW		CSP Qualification	CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities	RFP Condition prevails
21	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW			Request you to add the below for CSP Qualification: CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities	RFP Condition prevails
22	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW			Request you to add the below for CSP Qualification: CSP Qualification: CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities	RFP Condition prevails
23	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW		CSP Qualification- Addition Request	Request you to add the below for CSP Qualification: CSP Qualification: CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities	RFP Condition prevails
24	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW		CSP Qualification- Addition Request	Request you to add the below for CSP Qualification: CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities	RFP Condition prevails
25	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW			Request you to add the below for CSP Qualification: CSP Qualification: CSP should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities	RFP Condition prevails
26	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - CSP Experience- NEW		Bidder should have executed at least two cloud related projects each of INR 2 Crores or higher from a State/Central/PSU/private Departments/ firms in India	Bidder should have successfully implemented / commissioned at least five (05) projects of DC/DR with Cloud Deployment for any state or central government entities. (It is important to get a CSP who have government experience)	RFP Condition prevails
27	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria - Public facing website		CSP shall have published on its **public facing website- cloud services' rates for India, Service Level Agreements (SLAs), dashboard live-status of cloud services' health across datacentre and outage details (if any) with Root Cause Analysis (RCA)**	Request you to kindly remove the published rates its not matter RFP bidding	RFP Condition prevails
28	Volume I		Section 3: Proposal Submission	5. Eligibility Criteria - Public facing website	10	CSP shall have published on its public facing website- cloud services' rates for India, Service Level Agreements (SLAs), dashboard live-status of cloud services' health across datacentre and outage details (if any) with Root Cause Analysis (RCA).	Request to change the clause as below, since cloud management portal access will be provided to check the health of the VMs used by BMTC. "CSP shall have published on its public facing website- cloud services' rates for India, Service Level Agreements (SLAs). "	RFP Condition prevails
29	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria- Market place		Cloud Service Provider should offer **Market Place solutions with first and 3rd party products** and services to be used as services on their cloud platform	Specific for hyperscaler	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
30	Volume I	77	SECTION 5: Terms of Reference	5. Eligibility Criteria-certification	6	ISO Certificates for 'Business Continuity and Resilience' and 'Privacy Management (PII)': ISO 22301 and ISO 27701	Since we will already **provide 27001, request relaxation on 27701.**	RFP Condition prevails
31	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	8 Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empaneled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site should be possible. The proposed CSP must be operating through multiple MeitY empaneled Data Centres in India. The proposed DC and the DR (active-active mode and MeitY empanelled) should be in different Physical locations with a reasonable distance apart to offer active-active mode. The Data Centres should be published in the MeitY website. Documentary Proof - Undertaking on CSP letterhead with link to public facing website having the service and functionality description AND Confirmation of multiple data centres from MeitY website. (The customer should understand the high availability, fault tolerant infrastructure.)	RFP Condition prevails
32	Volume I	39	SECTION 4: Financial Proposal	Form-4: Manpower-O&M			As infra is on cloud please make remote/physical manpower	Full time resource in the form of Project Manager required onsite. As for as cloud Infrastructure Admin, they need not be dedicatedly available for BMTC
33	Volume I	39	SECTION 4: Financial Proposal	Form-4: Manpower-O&M	Manpower	1, 2	Are you ok with remote support model(Cloud Infrastructure Admin and Project Manager).	Full time resource in the form of Project Manager required onsite. As for as cloud Infrastructure Admin, they need not be dedicatedly available for BMTC
34	Volume I	39	SECTION 4: Financial Proposal	Form-4: Manpower-O&M	Manpower	MANPOWER PRICE	Are these personnel expected to be deployed at BMTC premise? If not, are the resources to be dedicated?	Full time resource in the form of Project Manager required onsite. As for as cloud Infrastructure Admin, they need not be dedicatedly available for BMTC
35	Volume I	39	SECTION 4: Financial Proposal	Form-4: Manpower-O&M	Manpower	MANPOWER	Please clarify these are shared resources at DC or need to deploy at client premises with full time -Manpower resources mentioned as Project manager -1 and Cloud infra -2	Full time resource in the form of Project Manager required onsite. As for as cloud Infrastructure Admin, they need not be dedicatedly available for BMTC

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00[illegible] Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
36	Volume I	90	SECTION 6: Annexures	Annexure1: Resource profile		Cloud Infrastructure Admin Number: 2 Qualification : Degree in Engineering /BCA/ MCA/BSc/ MSc Certification: Certified by any major CSP Experience: Minimum of 5 years of Data Centre experience including 3 years of Cloud Infrastructure Administration	The Objective of the profile is to must well equipped with experience of CSP certification, so we request to give relaxation in education and amend the clause as follow: Cloud Infrastructure Admin Number: 2 Experience: Degree in Engineering /BCA/ MCA/BSc/ MSc/Any Bachelor degree Certification: Certified by any major CSP Experience: Minimum of 5 years of Data Centre experience including 3 years of Cloud Infrastructure Administration"	RFP Condition prevails
37	Volume I	90	SECTION 6: Annexures	Annexure1: Resource profile		Project Manager Number: 1Qualification : Degree in Engineering /BCA/ MCA/BSc/ MSc Preferable: PMP / Prince2 CertificationExperience: At least 10 years of work experience in managing IT project deliveryExperience in managing cloud service and deployment	The Objective of the profile is to must well equipped with experience of project management , so we request to give relaxation in education and amend the clause as follow:"Project Manager Number: 1Experience: Degree in Engineering /BCA/ MCA/BSc/ MSc/Any Bachelor degree Preferable: PMP / Prince2 CertificationExperience: At least 10 years of work experience in managing IT project deliveryExperience in managing cloud service and deployment"	RFP Condition prevails
38	Volume I	82	SECTION 5: Terms of Reference	6. Service Level agreement	6.4 Service Levels Security breach including Data Theft/Loss/Corruption	Any incident wherein system including all cloud-based services and components are compromised or any case wherein data theft occurs (includes Incidents pertaining to CSPs only). Performance Requirements- No Breach Penalty For each breach/data theft, penalty will be levied as per following Criteria. 1. Severity 1 (as defined below under Note Sl no. 6 - Penalty of Rs 15 Lakhs per incident. 2. Severity 2 (as defined below under Note Sl no. 6) Penalty of Rs 10 Lakhs per incident. 3. Severity 3 (as defined below under Note Sl no. 6) Penalty of Rs 5 Lakhs per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, BMTC reserves the right to terminate the contract.	We request the BMTC to include a provision for capping within the Penalty clause, as it is very open in nature. Without capping at times, the penalty could be more than a monthly receivable as well for a case specific which is less feasible for the government procurement and project safeguard perspective. Furthermore, we kindly request the authority to review and consider revising the Penalty amount, as it appears very strict and high when compared to other tenders that have been floated in the market. Penalty For each breach/data theft, penalty will be levied as per following Criteria. 1. Severity 1 (as defined below under Note Sl no. 6 - Penalty of Rs 15 Lakhs per incident. 20,000 Per incident 2. Severity 2 (as defined below under Note Sl no. 6)Penalty of Rs 10 Lakhs per incident. 10,000 Per incident 3. Severity 3 (as defined below under Note Sl no. 6)Penalty of Rs 5 Lakhs per incident. 5,000 Per incident	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
39	Volume I	80	SECTION 5: Terms of Reference	6. Service Level agreement	6.3. PENALTIES	The quality of services provided by the MSP would be considered to have reached 'Overall Critical Breach Level', if the total penalty applicable in a month reaches 20% of monthly amount	Requesting BMTC to modify the clause as "The quality of services provided by the MSP would be considered to have reached 'Overall Critical Breach Level', if the total penalty applicable in a month reaches **10%** of monthly amount"	RFP Condition prevails
40	Volume I	111	SECTION 5: Terms of Reference	7. Payment to Service Provider - LD	7.5. LIQUIDATED DAMAGES	• If the Managed Service Provider fails to deliver or fail to perform the Services within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, 2% per week to a maximum up to 10% of contract value including tax	Requesting BMTC to modify the clause as "If the Managed Service Provider fails to deliver or fail to perform the Services within the period(s) specified in the Contract, the Client shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, 1% per week to a maximum up to 5% of contract value including tax".	RFP Condition prevails
41	Volume I	88	SECTION 5: Terms of Reference	8. PAYMENT SCHEDULE AND MILESTONE		ü BMTC will release the payment within 30days of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria.	Requesting BMTC to modify the clause as "BMTC will release the payment within 15 days of submission of valid invoice subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. "	RFP Condition prevails
42	Volume I	22	SECTION 3: Proposal Submission-Standard Forms	4. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING TURNOVER- MSP		4. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING **TURNOVER- MSP**	As per Qualification criteria, authority has allowed the "2a. Audited financial statements for last three Financial Years along with CA certificate clearly specifying turnover." We request to amend the requirement as follow: "4. CERTIFICATE FROM THE STATUTORY AUDITOR / CA REGARDING TURNOVER- MSP"	RFP Condition prevails
43	Volume I	22	SECTION 3: Proposal Submission-Standard Forms	5. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING TURNOVER- CSP		5. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING **TURNOVER- CSP**	As per Qualification criteria, authority has allowed the "2b. Audited financial statements along with CA certificate clearly specifying turnover." We request to amend the requirement as follow: 5. CERTIFICATE FROM THE STATUTORY AUDITOR / CA REGARDING TURNOVER- CSP	RFP Condition prevails
44	Volume I	22	SECTION 3: Proposal Submission-Standard Forms	5. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING TURNOVER- CSP		Bidder must propose CSP who should have annual turnover of more than 300 Crores, for any three (3) financial years, out of last five (5) years for cloud business in India (2017-18, 2018-19, 2019-20, 2020-21, 2021-22)-Documents to be attached - Audited financial statements along with CA certificate clearly specifying turnover	Kindly change the documents to be attached as - CA certificate clearly specifying turnover CSP can submit the CA certificate clearly specifying turnover **without Audited Financial Statements.**	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00?4 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
45	Volume I	22	SECTION 3: Proposal Submission-Standard Forms	5. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING TURNOVER- CSP		Bidder must propose CSP who should have annual turnover of more than 300 Crores, for any three (3) financial years, out of last five (5) years for cloud business in India (2017-18, 2018-19, 2019-20, 2020-21, 2021-22)-Documents to be attached - Audited financial statements along with CA certificate clearly specifying turnover	Kindly change the documents to be attached as - CA certificate clearly specifying turnover CSP can submit the CA certificate clearly specifying turnover **without Audited Financial Statements.**	RFP Condition prevails
46	Volume I	22	SECTION 3: Proposal Submission-Standard Forms	5. CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING TURNOVER- CSP		Bidder must propose CSP who should have annual turnover of more than 300 Crores, for any three (3) financial years, out of last five (5) years for cloud business in India (2017-18, 2018-19, 2019-20, 2020-21, 2021-22)-Documents to be attached - Audited financial statements along with CA certificate clearly specifying turnover	Kindly change the documents to be attached as - CA certificate clearly specifying turnover CSP can submit the CA certificate clearly specifying turnover **without Audited Financial Statements.**	RFP Condition prevails
47	Volume I	23	SECTION 3: Proposal Submission-Standard Forms	6. Declaration		Declaration	Every Contract between Client (such as yourself) and the Vendor is bound by a NDA, sharing such details with an external party could be termed as a breach of contract, hence we request you to delete this clause.	RFP Condition prevails
48	Volume I	23	SECTION 3: Proposal Submission-Standard Forms	6. Declaration		We hereby declare that the rates quoted by us in lowest and we have not quoted/supplied the materials/provided service to any other STU/Organization during the preceding One year at less than the rates offered by us in the subject tender.	Request to delete this clause as each project has its own specifications, complexity and terms. Our legal will not accept this condition.	RFP Condition prevails
49	Volume I	14	SECTION 2: Information to Bidders	9. Data sheet	7.1	An unconditional Bank Guarantee (BG) from any of the Nationalized Banks or Public Sector Banks in favor of the "Controller of Stores and Purchases, BMTC, Bangalore"	Request to modify to include Scheduled Commercial Bank banks also and hence amend the clause to read as under "an unconditional Bank Guarantee (BG) from any of the Nationalized or Scheduled Commercial Bank or Public Sector Banks in favor of the "Controller of Stores and Purchases, BMTC, Bangalore"	Refer addendum
50	Volume I	14	SECTION 2: Information to Bidders	9. Data sheet	7.1	The Performance Security/Security Deposit shall be provided by the successful bidder no later than the date specified in the Letter of Acceptance and shall draw a Demand Draft (DD) in favour of "The CAO-FA, BMTC, Bengaluru" or an unconditional Bank Guarantee (BG) from any of the Nationalized Banks or Public Sector Banks in favour of the "Controller of Stores and Purchases, BMTC, Bangalore"	Request to add BG from **Schedule Commercial Banks as well.**	Refer addendum
51	Volume I	14	SECTION 2: Information to Bidders	9. Data sheet	7.1	The BG/DD shall be furnished for an amount equivalent to 10%of the contract value	We request to allow PBG of 3% instead of 10% and amend the clause as follow: "The BG/DD shall be furnished for an amount equivalent to ~~10%~~ 3% of the contract value	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
52	Volume I	14	SECTION 2: Information to Bidders	9. Data sheet	7.1	The BG/DD shall be furnished for an amount equivalent to 10%of the contract value	We request you to kindly amend this clause as: **The BG/DD shall be furnished for an amount equivalent to *3%* of the contract value**	RFP condition prevails
53	Volume I	7	SECTION 1: Letter of Invitation	RFP Schedule		EMD Rs.1,00,000.00(Rupees one lakh)	We request to allow **bank guarantee in the form of BG** and amend the clause accordingly. Also help with Bank Guarantee draft, Validity of the BG to submitted by bidder along with Bank details for preparation of BG.	RFP condition prevails
54	Volume I	7	SECTION 1: Letter of Invitation	RFP Schedule		RFP schedule EMD clause, EMD Rs.1,00,000.00(Rupees one lakh)	We request BMTC to **exempt EMD for MSME / NSIC** registered bidders and/or for recognised Startups by DIPP	RFP condition prevails Note: the exemption is only for goods tender.
55	Volume I	7	SECTION 1: Letter of Invitation	RFP Schedule		EMD Rs.1,00,000.00(Rupees one lakh)	Requesting BMTC to accept **EMD in the form of Bank Gurantee also**	RFP condition prevails Note: the exemption is only for goods tender.
56	Volume I	7	SECTION 1: Letter of Invitation	RFP Schedule		Rs.1,00,000.00(Rupees one lakh)	We request you to kindly allow **EMD in Bank Guarantee form also**	RFP condition prevails
57	Volume I	43	SECTION 4: Financial Proposal	Form 5: Rate Discovery Chart		FORM 5: RATE DISCOVERY CHART Procedure for entering line items in e-procurement portal:	The financial Bid process given is for https://eproc.karnataka.gov.in/, whereas the actual submission is on https://kppp.karnataka.gov.in/, so request to help with detailed process for the financial bid submission on https://kppp.karnataka.gov.in	Please contact eprocurement helpdesk: support@eprochelpdesk.com
58	Volume I	12	SECTION 2: Information to Bidders	7. Award of Contract	7.2	7.2. The Bidder is expected to commence the assignment on successful issue of LOI / work order.	As Bidder as well as associated CSP will require End Customer work order to process the order. Request to amend as "The Bidder is expected to commence the assignment on successful issue of work order.	RFP condition prevails
59	Volume I		Section 1: Letter of Invitation		1	The **Managed Service Provider** will be selected **under Lowest Cost Selection (LCS)** and procedures described in this RFP	Is this L1 Bid ? if yes then we expect no negotiation post opening the Bid	Please refer Section 2: information to bidders
60	Volume I		Section 2: Information to bidders			Right to vary the scope of the work at the time of award: BMTC reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement	In case of scope change, we will have to revisit the commercials	RFP condition prevails
61	Volume I	15	Section 2: Information to bidders	RFP	7.1	Right to termination/cancellation: Notwithstanding anything contained in this document, BMTC, reserves the right to cancel/ terminate the bid/offer process without assigning any reason whatsoever, at any time, prior to signing of the contract with no liability.	We propose BMTC to: 1) Make this clause mutual 2) agree on the Early Termination Charges applicable in case of termination for convenience.	RFP condition prevails
62	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 2,3,4	#2 Web Servers (Kubernetes) #3 Mobile Server (Kubernetes) #4 Processing Servers (Kubernetes)	Please confirm if it should be a managed Kubernetes service from CSP or, can be it a MSP-managed Kubernetes service?	Either CSP or MSP to provide as part of solution, no additional cost to be levied to BMTC over and above the quoted amount.

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00?4 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
63	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 2.,3,4	2. Web Servers (Kubernetes) 3. Mobile Server (Kubernetes) 4. Processing Servers (Kubernetes)	Do you need Cloud Native PAAS service to manage Kubernetes Cluster? Please explain current Infrastructure of these servers.	RFP condition prevails. Please refer RFP for clarity
64	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 5	#5 Ingestion Module (Kafka)	Please confirm if it should be managed Kafka service from CSP or, can it be a MSP-managed Kafka service?	Either CSP or MSP to provide as part of solution, no additional cost to be levied to BMTC over and above the quoted amount.
65	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 5		Fully managed, highly available natie Apache Kafka service for secure data streaming.(Instead of Prcessing and ingestion server, this service can be quoted. Amnex to comment. This managed service is required to video streaming during panic button press and used for capturing all GPS tracking data.)	RFP condition prevails. Please refer RFP for clarity
66	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 5		Ingestion Module (Kafka) (VMs are being asked for this. Instead 'fully managed highly available Apache Kafka service for secure data stremaing' can be added.	RFP condition prevails. Please refer RFP for clarity
67	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 6	#6 Databases -With High Performance SSD Block Storage with Minimum 5000 IOPS as per the Industry Standards	Please clarify if the databases mentioned here are to be understood as Managed RDBMS service from CSP or, are these DB on VMs managed by MSP?	It should be from MSP on VMs.
68	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 6	6. Databases -With High Performance SSD Block Storage with Minimum 5000 IOPS as per the Industry Standards	Which Database? Is it MySQL, PostgreSQL etc? Database Edition Details? Like Community Edition etc.	Please refer Page no. 68
69	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl. No. 3,4,5,6		BOM for cloud item 3, 4, 5, 6, are you looking for VM or SAAS offerings. We recommend SAAS offerings as they are robust, scalable and minimum manageability.	It should be from MSP on VMs.
70	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 7	#7 Cache	Please clarify if it is Redis or Memcached? Also clarify if it is a CSP managed Cache service being referred to here?	It should be from MSP on VMs.
71	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 8	#8 Web Services to handle the Video data	Please elaborate on the specific use-case here. Web Services to handle the video data is a very generic statement.	Service used for interactive with IOT Device for getting the live video & sending back to the requester.
72	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 8	8. Web Services to handle the Video data	Please clarify if you need any PAAS service or a VM and application team will configure web services?	It will be for VM
73	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 9	9. CDN Service	How much data shall be processed through CDN? We suggest to take cost for 1 TB/Per month data processing or clarify the data processing need.	RFP condition prevails.
74	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 9	General Query	Kindly confirm on the data transfer(in GB) occuring through the CDN Service	RFP condition prevails.
75	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 9		CDN service, 500 GB per month eGres (CDN Service for static content caching (for 15-20L mobile users) and including active rounds. Approximate data out of 500 GB is sized)	RFP condition prevails
76	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Point No. 10	NGFW with support for 100 endpoints	NGFW (can be from Third party market place) with support for 100 endpoints- NGFW will be from the third party market place of the CSP	RFP condition prevails.MSP to quote for the same.

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
77	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Point No. 10	NGFW with support for 100 endpoints	NGFW (can be from Third party market place) with support for 100 endpoints	RFP condition prevails.MSP to quote for the same.
78	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Point No. 10	NGFW with support for 100 endpoints	NGFW will be from the third party market place of the CSP-- NGFW (can be from Third party market place) with support for 100 endpoints	RFP condition prevails.MSP to quote for the same.
79	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Point No. 10		As per RFP, We can able to propose the CSP NGFW only. Please include the Market Firewall Option.	RFP condition prevails.MSP to quote for the same.
80	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Point No. 10		5. Can we provide any 3rd Party NGFW from marketplace	RFP condition prevails.MSP to quote for the same.
81	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	OS		1. Please share Windows Server OS Edition and version details for Windows VMs 2. Please Share Linux Flavor (RHEL, CentOS, Ubuntu etc.) and version for Linux instances	At Page number 63. Please refer Sl No. 4 OS Support-Linux, Sl no. 5- OS Support Windows
82	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	OS	a.Compute - OS Support – Windows	Please remove the OS Flavour windows Server 2008 and include the latest OS version Windows Server 2019/2022	RFP condition prevails. Please refer Page number 63. Please refer Sl No. 4 OS Support-Linux, Sl no. 5- OS Support Windows
83	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	OS		. Please share Windows Server OS Edition and version details for Windows VMs	At Page number 63. Please refer Sl No. 4 OS Support-Linux, Sl no. 5- OS Support Windows
84	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	OS		2. Please Share Linux Flavour (RHEL, CentOS, Ubuntu etc.) and version for Linux instances.	At Page number 63. Please refer Sl No. 4 OS Support-Linux, Sl no. 5- OS Support Windows
85	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 13	# 13 Load Balancing Server with configurable rules: Layer 4 & Layer 7	Please confirm if this has to be a virtual load balancing server or, can it be a managed load balancing service from CSP which allows configuring rules at Layer 4 & Layer 7?	RFP condition prevails.
86	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 13		Load Balancer Rules (25) BoM to be modified to reflect Load Balancer instead of Load Balancer rule	RFP Condition prevails
87	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 14	General Query	Kindly let us know the data processed for NAT gateway as it would help providing a quotation for the same component	RFP condition prevails.
88	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 16		DDoS Protection service (quantity 1) (DDoS Protection enables you to protect your resources from distributed denial of service (DDoS) attacks with always-on monitoring and automatic network attack mitigation.)	Query is not clear
89	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 17	17	Any CSP, No cost for ingress Data Transfer. Please remove the ingress Data transfer capacity	Refer addendum
90	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl no. 17	General Query	Data transfer ingress is mentioned as 5 TB which is free. Kindly confirm on the data transfer(egress) requirements(in GB/TB)	Refer addendum

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00[illegible] Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
91	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 17,18	17. Data Transfer (Ingress)18. Data Transfer (Egress)	On cloud you get Data Egress cost and Ingress is free. However you have asked price for Ingress (5TB) and Egress (NA). Please clarify Data Egress requirement as well.	Refer addendum
92	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 18	18	Please include the Egress Data Transfer capacity	Refer addendum
93	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 18	Point no. 18 "Data Transfer (Egress)) where total quantity is measured NA"	The number Quantity of Egress should be mentioned.	Refer addendum
94	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 18	#18 Data Transfer (Egress)	Please mention the amount of data transfer that has to be considered for pricing exercise.	Refer addendum
95	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 18		Data Transfer (Outbound). (The total egress volume of data out from cloud)	Refer addendum
96	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 20		Cloud based Monitoring service, 150GB per month. (Monitoring is essential for services and the log collection of 1/3rd of total ingress data is calculated)	RFP condition prevails
97	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 23		Static IP Address (25)(Actual requirement is for VMs to be accessed by other systems using elastic IP addresses. 25 is asked keeping future requirements in mind. However, this is a pay-as-you-go service)	RFP condition prevails
98	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 24	#24 VPN Connectivity to BMTC 10 P2S/VPN Users	Please confirm if cloud-native VPN connectivity solution has to be provided or, can the VPN connectivity be established using NGFW?	Cloud Native VPN Connection to be provided
99	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 24		10. Data will migrate via Site-to-site VPN tunnel or vendors wants to propose any private connect between current DC to Target Cloud.	RFP condition prevails
100	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 24		4. No of Site-to-Site VPN tunnels is required.	RFP condition prevails
101	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 26	General Query	Kindly brief on backup standards line item mentioned in BoQ and provide clarification on quantity of servers for which backup is required along with backup policy	RFP Condition Prevails.
102	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Sl No. 26		Backup for all application and DB VMs & service	RFP Condition Prevails.
103	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Sl no. 28	General Query	For Simple notification service, kindly confirm on how many total notifications are required per month as it will help in providing quote for the same	As per industry standards
104	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service		It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
105	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service		· It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.
106	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service	NA	It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.
107	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service	Queries on Application related	It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.
108	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service	General	• It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.
109	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service	NA. General Queries	It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.
110	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service	6. Encryption using customer managed keys	Please provide the key management services in the BOM	RFP Condition prevails.
111	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service		• It is clear from the requirements that encryption is required. If that is true, Key Management Services are required in BoM. Can you please add this to BoM	RFP Condition prevails.
112	Volume I	36	Section 4: Financial proposal	Form 2: Bill of Materials for Cloud Services	Key Management service		Key Management Service 100 Keys | 10,00,000 operations. (This lets you create, manage, and control cryptographic keys across your applications and more than 100 native services. This is required for protecting data at rest)	RFP Condition prevails.
113	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	Key Management service		6. Any Storage rest data encryption is required.	RFP Condition prevails.
114	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	BOM clarification	Financial Proposal	: In this section, the department has seem to have missed "Form 3".	There is no Form 3.
115	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	BOM clarification		14. In the BOM table most of the line items, the column values are stated as N/A is the pricing is required for the components.	Price to be quoted for all the BOM line items as against the qty mentioned.
116	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	BOM clarification	General Query	Kindly clarify when quoting for the cloud services, which section to be considered as many services are not mentioned in Section 5 Bill of materials	Please refer Section 4: Financial Proposal
117	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	BOM clarification	General Query	Kindly confirm on whether the compute resources should be considered on-demand or reserved instances as reserved instances is mentioned in Section 5 whereas on-demand/reserved instances is mentioned in Rate discovery chart	RFP Condition prevails. Please refer Section 4: Financial Proposal

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00... Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
118	Volume I	39	SECTION 4: Financial Proposal	Migration	Migration	Application and Database Migration	Please give the following information if Migration is within the scope of the bidder: 1. A list of applications and database and their underlying technologies stack of database technology 2. Please include a separate line item for migration as there is no costing line item in the BOQ.	Please refer Page no. 53 & 54, Scope of work
119	Volume I	39	SECTION 4: Financial Proposal	Migration	Migration		Cost for Migration Effort from current environment with Kubernetes (Serverless).(Migration Effort and Methodology shall be mandatorily mentioned from current environment with Kubernetes (Serverless)).	Please refer Page no. 53 & 54, Scope of work
120	Volume I	62	SECTION 5: Terms of Reference	4. Scope of Work, D. Exit Management Plan/Transition out service	Exit Management Plan Pt. no. b	Create the environment in client identified data centre and migrate all applications with data.	We believe that instead of the bidder, the next chosen vendor shall be responsible for this migration. As in this RFP, the bidder is expected to migrate from the current hosting Infrastructure, similarly, the next vendor shall be responsible for migrating from this infrastructure to the next.	Please refer Page no. 62 of RFP, 4. Scope of Work, D. Exit Management Plan/Transition out service
121	Volume I	53	SECTION 5: Terms of Reference	4. Scope of Work		a) The MSP shall be responsible for provisioning of required software, infrastructure, bandwidth, licenses and management of services deployment, including the underlying application/system software necessary to run the applications.	Application software is generally dependent on the application vendor/application development agency licenses. Please clarify if MSP should provide the necessary infrastructure, infra apps and 3rd party apps software, core applications software for BMTC systems?	Please refer Section 4: Financial Proposal
122	Volume I	53	SECTION 5: Terms of Reference	4. Scope of Work		a) The MSP shall be responsible for provisioning of required software, infrastructure, bandwidth, licenses and management of services deployment, including the underlying application/system software necessary to run the applications.	Please provide the list of applications software that may be required to be provided by MSP.	RFP has clarity.
123	Volume I	53	SECTION 5: Terms of Reference	4. Scope of Work		a) The MSP shall be responsible for provisioning of required software, infrastructure, bandwidth, licenses and management of services deployment, including the underlying application/system software necessary to run the applications.	Should the software be provided in a CAPEX or Opex Model?	Please refer Section 4: Financial Proposal
124	Volume I	54	SECTION 5: Terms of Reference	4. Scope of Work		h) Be responsible for implementation, management and monitoring of tools and services used for the application like Next Generation Firewall (NGFW), Web Application Firewall (WAF), DDoS protection etc.	Please confirm if NGFW would suffice or, NGFW with UTM features would be required?	RFP Condition prevails
125	Volume I	54	SECTION 5: Terms of Reference	4. Scope of Work		i) Configure external connections required to upload database/files etc.	Please clarify if you meant the external network connectivity required to upload large files/database files? Is it like a dedicated pipe with high bandwidth to quickly move the files expected? If yes, please clarify the minimum and maximum file sizes and bandwidth requirements.	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
126	Volume I	58	SECTION 5: Terms of Reference	4. Scope of Work	B. Operations & Maintenance a) Resource Management	•Be responsible for security of facilities, physical security of Hardware, network infrastructure, virtualisation infrastructure, and other platform services configured for the entire application, as per the shared responsibility model of MeiTy.	Physical security of hardware, network and virtualization infrastructure will be responsibility of CSP and not MSP. Please confirm if BMTC understanding is the same.	Refer RFP for clarity
127	Volume I	58			B. Operations & Maintenance a b) Patch & Configuration Management	•Bidder must ensure patch and updates applies in a timely and consistent manner to minimize the impact on business.	Please confirm if BMTC will provide patch maintenance window which allows system reboot activity to be planned.	Refer RFP for clarity
128	Volume I	59	SECTION 5: Terms of Reference	4. Scope of Work	B. Operations & Maintenance (d) Security Administration	•Bidder should provide the Management console to monitor the security events, real time traffic monitoring, real time troubleshooting.	Please confirm if the CSP provided management console or dashboard can be used by MSP to achieve the objective? Or, is it required MSP also provides additional management console/dashboard of their own? Please clarify.	Dashboard / Management console to be provided by CSP.
129	Volume I	59	SECTION 5: Terms of Reference	4. Scope of Work	B. Operations & Maintenance (f) Monitoring performance and service levels	• Provide and implement tools and processes for monitoring the availability of assigned applications, measuring the service levels, application/Severs/Storage/Network performance and utilization responding to system outages with troubleshooting activities designed to identify and mitigate operational issues. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per day, per month and per quarter utilization reports based on which the payments will be made to the Bidder.	Please confirm if there is a need to use a 3rd party Application Performance Monitoring solution other than CSP native mechanisms?	RFP condition prevails
130	Volume I	61	SECTION 5: Terms of Reference	4. Scope of Work	B. Operations & Maintenance (d) SECURITY ADMINISTRATION/	SECURITY ADMINISTRATION/Conducting regular vulnerability scanning and penetration testing of the systems, as mandated by BMTC's policies	Please include the cloud Native VAPT tool or 3rd Party tool	RFP condition prevails
131	Volume I	59	SECTION 5: Terms of Reference	4. Scope of Work	B. Operations & Maintenance [e] Backup on Cloud	• Configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases as per the policy finalized by BMTC. BMTC/its SI may randomly cross check the backed-up databases on a weekly basis to ensure the integrity of the backup operations.• Restore from the backup where required.• Provide full backup to BMTC in their local storage during the end of contract or as and when requested by BMTC.	Please confirm if only CSP native backup solution should be used by MSP or, MSP can bring a 3rd party backup solution which may be licensed and managed by the MSP as-a-service?	Refer RFP for clarity
132	Volume I	61	SECTION 5: Terms of Reference	4. Scope of Work	C. Acceptence and validation: a) Acceptance test	b) The User Acceptance Tests shall be conducted in accordance with the test scripts provided by the MSP and approved by BMTC/its SI.	Please clarify the test scripts for UAT on Infrastructure has to be provided by MSP while, the UAT testing of application will be the responsibility of application development agency.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
133	Volume I	66	SECTION 5: Terms of Reference	4. Scope of Work, E. Cloud Services Specifications and Requirements	b. Networking	19. Private connection to customer data centres - Cloud provider should support direct leased-line connections between cloud provider and a customer data centre, office, or co-location environment, which in many cases can reduce network costs, increase bandwidth throughput, and provide a more consistent network experience than Internet-based connections. It can be implemented in future if required.	We understand that this clause is not currently within the scope. Our responsibility is solely to establish an internet-based connection (On cloud) to the BMTC Authority. **Please Confirm.**	RFP condition prevails
134	Volume I	69	SECTION 5: Terms of Reference	4. Scope of Work, E. Cloud Services Specifications and Requirements	f. Non -Relational Database	**11. Integration with data warehouse** - Cloud service should support integration with a data warehouse for advanced business intelligence capabilities.	Data warehouse is a license based requirement and it contains cost based on number of license required. We assume data warehouse service will be provided by BMTC Authority. Also, authority will provide APIs and software development kits (SDKs) that allow them to interact programmatically with the data warehouse services. Please Confirm.	RFP condition prevails
135	Volume I	70	SECTION 5: Terms of Reference	4. Scope of Work, E. Cloud Services Specifications and Requirements	f. Non -Relational Database	**12. Hadoop Integration** - Cloud service should support integration with a Hadoop framework to perform complex analytics on large datasets.	Both are open-source licenses. We assume BMTC will provide documentation, guides, and support to help users set up and configure these caching solutions & hadoop clusters for the cloud environment during the Integration. **Please Confirm.**	RFP condition prevails
136	Volume I	71	SECTION 5: Terms of Reference	4. Scope of Work, E. Cloud Services Specifications and Requirements	g. Deployment and Management	**9. Integration with caching solution-** Cloud service should be integrated with a caching solution such as Redis cache.	Both are open-source licenses. We assume BMTC will provide documentation, guides, and support to help users set up and configure these caching solutions & hadoop clusters for the cloud environment during the Integration. **Please Confirm.**	RFP condition prevails
137	Volume I	36	SECTION 4: Financial Proposal	Form 2: Bill of Materials for Cloud Services	g. Deployment and Management. **9.** Integration with caching solution-	General Query	Kindly clarify on whether a managed service or Infrastructure as a service is required for Redis Cache	RFP condition prevails
138	Volume I	71	SECTION 5: Terms of Reference	4. Scope of Work, E. Cloud Services Specifications and Requirements	g. Deployment and Management	**13. Integration with the portal** - Cloud service should be integrated with the portal.	Which specific portal BMTC Authority are referring in this clause. **Please specify.**	Refer RFP for clarity
139	Volume I	73	SECTION 5: Terms of Reference	4. Scope of Work, E. Cloud Services Specifications and Requirements	i. Hybrid Integration	**1. Integrate with on-premises Active Directory** - Cloud service should integrate with existing on-premise Active Directory.	Active Directory is a license based requirement and it contains cost based on number of license required. For the same, we assume Active Directory will be provided by BMTC during the entire contract Period as per their requirement. The scope is to integrate with the active directory. Please confirm. Furthermore, BMTC Provides credentials of Active Directory License to integrate with the cloud services. Please Confirm	Refer RFP for clarity

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
140	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Compute Service: Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86, AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity
141	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Compute Service: Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86, AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity
142	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP Compute Service: Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86, AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity
143	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	1. Compute Service h) All compute VMs must be on x64 platform only.	Compute Service: We kindly request the BMTC Authority to expand the range of supported platforms. The compute services should include support for x86, AMD, and ARM platforms specifically from their India Region. We also propose granting customers the flexibility to choose between different processor architectures based on their specific requirements.	Refer RFP for clarity
144	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: Compute Service: Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86, AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity
145	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications:Technical Specifications:Compute Service:Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86, AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity
146	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Compute Service: Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86,AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
147	Volume I	31	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Compute Service: Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. Compute services must support x86, AMD and ARM platforms from their India Region. Flexibility shall be with customer to choose between the processor architectures	Refer RFP for clarity
148	Volume I	31	Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	1. Compute Service:	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Compute Service:** Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage. (To give more flexibility to modify without outage.)	Refer RFP for clarity
149	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Storage CSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage. CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacentres. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails
150	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	StorageCSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage . CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacentres CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails
151	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: Storage CSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage. CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacentres. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
152	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	• Storage CSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacenters. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails
153	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications:Technical Specifications:StorageCSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud StorageCSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacenters. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails
154	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Storage CSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacentres. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails
155	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	3. Object Storage	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Storage CSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacenters. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
156	Volume I	31-32	Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	2. Storage	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Storage: 1. CSP should offer a Managed hybrid cloud storage service to connect on-premises storage to Cloud Storage. (There has been increased requirement for hybrid storage requirements) 2. CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empaneled Datacentres .(All object storage need not be in single tier with single payment mode. Unused storage can go to a different tier which is cheaper. Beneficial for the customer) 3. CSP must have their own native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MySQL, PostgreSQL, MariaDB, MS SQL Server and Oracle .(Having managed databases eliminate complex DBA activities, leverages in-built high availability, backup for a wide variety of databases)	RFP condition prevails
157	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Network & Firewall Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources.	RFP Condition prevails
158	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Network & FirewallCloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks.CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources.CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources.	RFP Condition prevails
159	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: Network & Firewall: Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources.	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
160	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP Network & Firewall Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources	RFP Condition prevails
161	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications:Network & FirewallCloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources.CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources.	RFP Condition prevails
162	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Network & Firewall Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources.	RFP Condition prevails
163	Volume I	32	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Network & Firewall Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources.	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00[illegible] Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
164	Volume I	32	Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall: Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks.(To enable NAT instances in Public subnet). CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. (Central management of firewall rules across multiple accounts and automatic reinforcement of firewall rules will enhance the utmost needed security). CSP should offer Managed Threat Detection Service that uses intelligence, machine learning and advanced features to continuously monitors for malicious activity and unauthorized behaviour to monitor the cloud resources(Managed Threat Detection is a proactive managed services of CSP for continuous protection and works beyond the human security engineers)	RFP Condition prevails
165	Volume I	32	Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	4. Network & Firewall	Network & Firewall	Are we Specifically looking only for Stateless Firewall or it could be State full Firewall with Next Gen feature capabilities	Please refer: 14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP, Page no-31 & 32
166	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Identity and Access Management (IAM)	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Implement Identity and Access Management (IAM) Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels.	RFP Condition prevails
167	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Identity and Access Management (IAM)	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Implement Identity and Access Management (IAM) Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels.	RFP Condition prevails
168	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Identity and Access Management (IAM)	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications:Implement Identity and Access Management (IAM)Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels.	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
169	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Identity and Access Management (IAM)	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP Implement Identity and Access Management (IAM) Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels.	RFP condition prevails.
170	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Identity and Access Management (IAM)	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Implement Identity and Access Management (IAM) Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels.	RFP condition prevails.
171	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Identity and Access Management (IAM)	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Implement Identity and Access Management (IAM) Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels.	RFP condition prevails.
172	Volume I	33	Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	5. Implement Identity and Access Management (IAM):	Implement Identity and Access Management (IAM) to properly separate users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks. Administration of users, identities and authorizations, properly managing the root account, as well as any Identity and Access Management (IAM) users, groups and roles they associated with the user account.	Implement Identity and Access Management (IAM): Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on. (Granular auditing will help troubleshoot and prevent both internal and external threats) . Proposed CSP cloud native IAM services should be includes support for granting users IAM roles at the organization, folder, and project levels. (Cloud Native granular IAM services are powerful and available free of cost, which is a major leverage of cloud)	RFP condition prevails.
173	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	WAF:Proposed WAF Solution should be cited within the Leaders quadrant on Gartner Magic Quadrant for Web Application Firewalls in be service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application .The Proposed Solution needs to mitigate the DDOS attack within 3 second. The DDoS solution should provide protection against Layer7 DDoS attacks. The Proposed solution should be able to discovery and protect API .The proposed WAF solution should have self service portal with 24X7 OEM support and 24x7X365phone & email support	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
174	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**WAF** **Cloud native WAF service** which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application	RFP condition prevails
175	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: WAF Cloud native WAF service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application	RFP condition prevails
176	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	• **WAF** Cloud native WAF service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application	RFP condition prevails
177	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications: Technical Specifications: WAF Cloud native WAF service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application.	RFP condition prevails
178	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**WAF** Cloud native WAF service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application	RFP condition prevails
179	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**WAF** Cloud native WAF service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application	RFP condition prevails
180	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	WAF: Cloud native WAF service which offers capabilities for web filtering, Intrusion Prevention, Rules Management, URL filtering and in-built protection from the malicious BOT traffic coming into the application. (Cloud native WAF services are effective. Better to utilize them)	RFP condition prevails
181	Volume I	33	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	Web Application Firewall	What is the count of Web based application with throughput details Are we looking for WAF service or Dedicated WAF instances.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
182	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	7. Web Application Firewall	General Query	Cloud WAF : As per industry practice the anti DDOS solution should be at least 3 times of the proposed bandwidth . As per RFP the DDOS Protection services is required for Layer 3 and Layer 4 attacks , however in rate discovery chart Layer 4 & 7 services per VM is asked . This could only be achieved by provision CLOUD WAF in the Landscape .We request to bring this into your kind consideration that DDOS Protection Services should be provisioned for entire OSI layer i.e., Layer 1-7 for entire infrastructure with mitigation time clearly defined. As practiced across the industry as separate DDOS protection is recommend different from Cloud Service Provider	RFP condition prevails
183	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Fault Tolerance Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails
184	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Fault ToleranceProposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails
185	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: Fault Tolerance Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails
186	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	• Fault Tolerance Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails
187	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications: Technical Specifications: Fault Tolerance Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
188	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring©proactive advisory services	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Fault Tolerance Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails
189	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Fault ToleranceProposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	RFP condition prevails
190	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	9. Monitoring© proactive advisory services	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	fault Tolerance: 1. Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site. (Automation and High Availability are two major advantages of cloud, in addition to pay as you go model)	RFP condition prevails
191	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10. Compliance	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Compliance Ability to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.	RFP condition prevails
192	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10. Compliance	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Compliance** Ability to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.	RFP condition prevails
193	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10. Compliance	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: Compliance Ability to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.	RFP condition prevails
194	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10. Compliance	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP Compliance Ability to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
195	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10. Compliance	Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications:Technical Specifications:ComplianceAbility to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.	RFP condition prevails
196	Volume I	34	SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10. Compliance	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATO RY REQUIREMENTS OF PROPOSED CSP	**Compliance** Ability to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.	RFP condition prevails
197	Volume I	34	Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	10.Compliance	Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATO RY REQUIREMENTS OF PROPOSED CSP	Compliance: Ability to choose from a set of pre-built rules based on common best practices or custom rules and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status. (This enables customer to have pre-built rules and monitor compliance)	RFP condition prevails
198	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails
199	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails
200	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: **Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails
201	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	• **Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails
202	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications: Technical Specifications: **Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
203	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails
204	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Load Balancer** Application Load balancer service shall provide protection from "http desynchronization" attack	RFP condition prevails
205	Volume I		Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	12.Load Balancer	Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	2.Load Balancer: Application Load balancer service shall provide protection from "http desynchronization" attack. (The load balancer classifies each request based on its threat level, allows safe requests, and then mitigates risk as specified by the mitigation mode that you specify.)	RFP condition prevails
206	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Landing Zone** CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails
207	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Landing Zone** CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails
208	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Additional query to be added under Technical Specifications: Landing Zone CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails
209	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	• **Landing Zone** CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails
210	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications:Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Request you to add the below for Technical Specifications:Technical Specifications:Landing ZoneCSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
211	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Under Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Landing Zone** CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails
212	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	**Landing Zone** CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer.	RFP condition prevails
213	Volume I		SECTION 3: Proposal Submission-Standard Forms	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	We request the authority to incorporate a secure Landing Zone service for resource creation purposes. Landing Zone: This concept involves a pre-configured environment provided by a Cloud Service Provider (CSP) to simplify the deployment and management of resources within a cloud platform. The Landing Zone should enforce governance rules to ensure security, compliance, and operational standards are upheld across the customer's accounts.	RFP condition prevails
214	Volume I		Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP 14.Landing Zone		Request you to add the below for Technical Specifications: Technical Specifications: Section 14, CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	Landing Zone: 1. CSP should offer a secured Landing Zone service to create resources for the customer. The Landing Zone should implement governance rules for security, compliance, and operations across the accounts of the customer. (Landing zone forces Government Cloud implementers to implement necessary security guardrails)	RFP condition prevails
215	Volume I						1. What is the current count of internal users using the application	This will be shared with successful bidder
216	Volume I						2. What is the current count of citizens using the mobile application	This will be shared with successful bidder
217	Volume I						· Has the application gone live?· Where is the current application hosted?· Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)?	Please refer RFP for clarity
218	Volume I					NA	Has the application gone live? Where is the current application hosted?Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)?	Please refer RFP for clarity
219	Volume I				Generic Application related	Queries on Application related	1. Has the application gone live? 2. Where is the current application hosted? 3. Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)	Please refer RFP for clarity
220	Volume I						Has the application gone live? Where is the current application hosted? Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)?	Please refer RFP for clarity

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
221	Volume I				General		• Has the application gone live? • Where is the current application hosted? • Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)?	Please refer RFP for clarity
222	Volume I					NA. General Queries	Has the application gone live? Where is the current application hosted? Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)?	Please refer RFP for clarity
223	Volume I				General Query		• Is the application live? If not what is the station? we need this information to arrive at down time requirement for migration • Please elaborate the scope of System Integrators in migration from the existing infrastructure to new CSP (CSP selected from this tender)?	Please refer RFP for clarity
224	Volume I						We are Meity Empaneled Data Centre and Cloud Service Providers having 4 data centres in India. This requirement is new migration of existing infra to Cloud or you have already hosted in the cloud and seeking for MSP	Please refer RFP for clarity
225	Volume I						3. Please share the MS SQL DB Enterprise edition Version details.	Please refer Page no . 68 e)
226	Volume I	69			e. MANAGED RELATIONAL DATABASE AS A SERVICE	Bring your own SQL, Oracle licenses	For SQL -Software Assurance is mandatory for License Mobility to cloud. Please share the Oracle DB version and License type (std or Enterprise or Enterprise with Data Guard)	Please refer Page no . 68 e)
227	Volume I				e- Managed relational Database as a service Point no. 3-Support for Microsoft SQLServer	Cloud service should support all the editions (Express, Web, Standard, Enterprise) of SQL Server 2014 or above as a database engine.	Kindly change the version to 2017 or above- 2014 is a very old version and might be a challenge to support.	RFP condition prevails
228	Volume I	68			e- Managed relational Database as a service Point no. 3-Support for Microsoft SQL Server	Cloud service should support all the editions (Express, Web, Standard, Enterprise) of SQL Server 2014 or above as a database engine.	2014 is a very old version and might be a challenge to support. Kindly change the version to 2017 or above	RFP condition prevails
229	Volume I	68			e- Managed relational Database as a service Point no. 3-Support for Microsoft SQL Server	Cloud service should support all the editions (Express, Web, Standard, Enterprise) of SQL Server 2014 or above as a database engine.	2014 is a very old version and might be a challenge to support.- Kindly change the version to 2017 or above	RFP condition prevails
230	Volume I						7. Any cloud threat detection service is required.	RFP condition prevails.
231	Volume I						8. Any Active Directory services is required.	RFP condition prevails.
232	Volume I						9. Migration Data size for Applications and DB. Please provide the current DB version and target DB version.	Information will be shared with Successful bidder
233	Volume I						11. vulnerability scanning and penetration testing conducting yearly once or twice.	RFP has clarity. Please refer Support for third party audits and compliance at page no. 60

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
234	Volume I						12. MSP Vendors wants to provide cloud Native tool or 3rd party tool VAPT assessment. Please clarify	As per MeiTy guidelines "Cloud Security Best Practices"
235	Volume I				General Query	General Clause	As you have asked for cubenities and VM's and Database separately, we would request you to use managed PAAS services this will reduce your cost and would also give you better service.	RFP condition prevails
236	Volume I				General Query	General Clause	As your Application is quit critical as per industry standard, you must use native security instead of third party securities.	As per MeiTy guidelines "Cloud Security Best Practices"
237	Volume I				14.2.a	Self-service provisioning of storage either through a programmatic interface or Web Portal	This is CSP specific ask, RFP requirement has to be provisioning of resources as per Meity standard.	RFP Condition prevails
238	Volume I					General Query	Malware & Ransom ware: In recent past there have significant increase in malware & Ransom ware attacks globally . Every day new type of malware are being used to targeted attacks. While department has asked for EDR /Antivirus component , it is recommended to define the Ransom ware protection as separate line item	RFP Condition prevails
239	Volume I					General Query	Database Activity Management : Since project is focused women safety and integration with BMTC existing ITS solution , it is paramount to include DAM solution as a component for security from cyber-attack and monitoring , logging and recording of activity on Data Base	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
240	Volume I					General Query	There have been incidence where a duplicate website are being used to display fake content and deep fake video . There are solution available in the market where we are continuously monitor the entire web for providing Threat Intelligence , monitor fake domains , community , telegram channels , social media and stop them with take down services . Request the department to add following Brand Protection Anti Phishing : 1.The Solution should have functionality to detect violations automatically 2.The Solution should have functionality to response automatically 24x7x365 proactive monitoring of World Wide Web etc. for Phishing, Brand Abuse, rogue apps and any other threat or exploitation of vulnerabilities which lead to compromising of credentials of the customers and employees of the Indian Navy 3.The Solution should be able to detect violations on different languages 4.Monitoring and response to impersonation of Client website: targeting Client's customers or business partners for their credentials including financial information & payment 5.Monitoring and response to impersonation of Client website spreading malware, illegal content or using trademarks of Client 6.Monitoring and response to fake accounts/groups of Client in social media networks, Monitoring and response to mobile applications improperly using Client trademark ,Monitoring and response to improper trademark usage in contextual advertisement, Monitoring typo-squatted/masquerading /doppelganger domain for purpose of pre-empting potential phishing campaign targeting Client" 7.Forensics capability must ensure the functionalities like Extracting critical data , Providing critical information to the customer as per the nature of the incident, Ability to provide data for investigation purposes, Extracting critical data, provide data for investigation should be available in the proposed solution 8.The Bidder should automate website analysis using tools to quickly determine if a given list of suspected sites are phishing sites or other normal sites falsely tagged as phishing sites. Tools for website analysis should include the following features: - Receive feeds of suspect URLs - Automatically Spider suspected URLs - Compares the responses from speared URLs 9.The bidder should assist BMTC in identifying affected customer IDs from its phishing monitoring service. Towards this purpose vendor should detect - Source IPs of affected customers along with time of access Potential source IP of phisher Provide source IPs to Indian Navy's team to track affected customer ID	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
241	Volume I					General Query	Privilege Identity & Privilege Access Management: There have incidences where compromised privilege users credentials are used to deploy the attack payloads ,hence we request the department to add the component of PIM/PAM in the scope document.	RFP condition prevails
242	Volume I					General Query	**Incidence Response:** While the scope of Operation is very clearly defined in the RFP, however we request department to define the scope of reporting on security incidence and response in the RFP .	Please refer RFP for Clarity-compliance clause and SLA parameters
243	Volume I				14.1.g	Ability to place instances in multiple distinct locations/ separate availability zones to protect applications from failure of a single location.	Kindly confirm if the availability zones has to be in different seismic zones or if not what is the maximum distance that can be there between different location.	As per MEiTy guidelines "Guidelines on data centre security"
244	Volume I	54			a. PROVISIONING OF CLOUD SERVICES	a) Understand the complete architecture of the application and process necessary for smooth setup and migration of applications and databases including interdependencies between applications and data.	For Service provider to share Migration approach detailed cloud fitment assessment needs to be conducted. Please clarify if Service Provider will be permitted to conduct detailed cloud assessment in customer environment.	As per MEiTy guidelines "Guidelines on data centre security"
245	Volume I	26			d.Technical Proposal document comprising of:	o Disaster Recovery and Business Continuity approach	Is there any specific distance limitation for DR infra. Infra will provide the same seismic zone or different zone. Please share the Active/Active, active/Passive, Data Change rate per day and RPO/RTO details.	As per MEiTy guidelines "Guidelines on data centre security"
246	Volume I				3	Object Storage	Object storage requirement has to according to the Meity product features.	RFP condition prevails
247	Volume I				e- Managed relational Database as a service Point no. 9-Bring your own SQL, Oracle licenses	Cloud service should support customers who prefer to use their existing Oracle and SQL Server database licenses in the cloud	CSP should provide the BYOL and license mobility in accordance with the OEM guidelines and licensing policy to facilitate the deployment in the CSP environment but not as part of their managed service. -- While CSPs supports bring your own licenses, which is in accordance with the license mobility program and licensing policy of the respective OEMS and CSP does provide the required VM instances to facilitate this, however in db as a managed service from CSPs, we do not support BYOL.	RFP condition prevails
248	Volume I	69			e- Managed relational Database as a service Point no. 9-Bring your own SQL, Oracle licenses	Cloud service should support customers who prefer to use their existing Oracle and SQL Server database licenses in the cloud	While CSPs supports bring your own licenses, which is in accordance with the license mobility program and licensing policy of the respective OEMS and CSP does provide the required VM instances to facilitate this, however in db as a managed service from CSPs, we do not support BYOL. CSP should provide the BYOL and license mobility in accordance with the OEM guidelines and licensing policy to facilitate the deployment in the CSP environment but not as part of their managed service. "	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
249	Volume I	69			e- Managed relational Database as a service Point no. 9-Bring your own SQL, Oracle licenses	Cloud service should support customers who prefer to use their existing Oracle and SQL Server database licenses in the cloud	While CSPs supports bring your own licenses, which is in accordance with the license mobility program and licensing policy of the respective OEMS and CSP does provide the required VM instances to facilitate this, however in db as a managed service from CSPs, we do not support BYOL.--CSP should provide the BYOL and license mobility in accordance with the OEM guidelines and licensing policy to facilitate the deployment in the CSP environment but not as part of their managed service.	RFP condition prevails
250	Volume I				i- Hybrid Integration Point no. 4-Automated VM export functionality	Cloud provider should allow customers to export instances to their **on-premises virtualization environments.**	CSP will provide support to export; but actual deployment of the exported content on the customer's virtualization environment will not be not CSP's responsibility	RFP condition prevails
251	Volume I	73			i- Hybrid Integration Point no. 4-Automated VM export functionality	Cloud provider should allow customers to export instances to their **on-premises virtualization environments.**	CSP will provide support to export; but actual deployment of the exported content on the customer's virtualization environment will not be not CSP's responsibility	RFP condition prevails
252	Volume I	73			i- Hybrid Integration Point no. 4-Automated VM export functionality	Cloud provider should allow customers to export instances to their **on-premises virtualization environments.**	CSP will provide support to export; but actual deployment of the exported content on the customer's virtualization environment will not be not CSP's responsibility	RFP condition prevails
253	Volume I				g- Deployment and management - Point no.8-Swap virtual IP between staging and production environments	Cloud service should support **swapping IP addresses** between staging and production environments so that a new application version can be deployed with zero downtime.	Kindly requesting you to change it accordingly so that any better Blue/Green deployment methodology can be used to achieve this ? CSPs have various ways to implement Blue/Green deployment to ensure zero downtime while switching from Staging to Prod. Is there any specific need to do IP swapping only to achieve this?--	Refer RFP for clarity-Deployment and management
254	Volume I	72			g- Deployment and management - Point no.8-Swap virtual IP betweenstaging and production environments	Cloud service should support **swapping IP addresses** between staging and production environments so that a new application version can be deployed with zero downtime.	CSPs have various ways to implement Blue/Green deployment to ensure zero downtime while switching from Staging to Prod. Is there any specific need to do IP swapping only to achieve this?Kindly requesting you to change it accordingly so that any better Blue/Green deployment methodology can be used to achieve this	Refer RFP for clarity-Deployment and management
255	Volume I	72			g- Deployment and management - Point no.8-Swap virtual IP between staging and production environments	Cloud service should support **swapping IP addresses** between staging and production environments so that a new application version can be deployed with zero downtime.	CSPs have various ways to implement Blue/Green deployment to ensure zero downtime while switching from Staging to Prod. Is there any specific need to do IP swapping only to achieve this? Kindly requesting you to change it accordingly so that any better Blue/Green deployment methodology can be used to achieve this	Refer RFP for clarity-Deployment and management
256	Volume I				g- Deployment and management -Point no. 4-Deployment Mechanism	Cloud service should support various deployment mechanisms, including a Git repository, or an **integrated development environment (IDE) such as Eclipse or Visual Studio.**	Kindly Requesting you to remove the IDE clause and only keep the CI/CD piece-IDE is not part of Cloud Service and very specific to local development environments. However CSPs can provide a cloud based IDE	RFP Condition prevails
257	Volume I	72			g- Deployment and management -Point no. 4-Deployment Mechanism	Cloud service should support various deployment mechanisms, including a Git repository, or an **integrated development environment (IDE) such as Eclipse or Visual Studio.**	IDE is not part of Cloud Service and very specific to local development environments. However CSPs can provide a cloud based IDE Kindly Requesting you to remove the IDE clause and only keep the CI/CD piece	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
258	Volume I	72			g- Deployment and management -Point no. 4-Deployment Mechanism	Cloud service should support various deployment mechanisms, including a Git repository, or an **integrated development environment (IDE) such as Eclipse or Visual Studio**.	IDE is not part of Cloud Service and very specific to local development environments. However CSPs can provide a cloud based IDE. Kindly Requesting you to remove the IDE clause and only keep the CI/CD piece	RFP Condition prevails
259	Volume I	75			No. 6		Given that you are looking for SIEM. Please consider native SIEM so that the OEM could give better security, monitoring, and analysis and increase the security posture.	Not required. RFP condition prevails.
260	Volume I		Section 5: Terms of Reference	j. OTHER TECHNICAL REQUIREMENTS	6	SIEM integration or service	Log retention for SIEM - Offline and Online	Not required. RFP condition prevails.
261	Volume I	NA			NA	Additional Query	Is this a new deployment or migration from an existing set-up? If this is a migration case, is the bidder responsible for the migration? If yes, kindly help us with the migration timeline.	Please refer page no. 87
262	Volume I	NA			NA	Additional Query	Please provide details on the current hosting infrastructure such as Where it is hosted, Operating systems, Hypervisor, location of the DC and DR, Clustering (if any) Databases and their versions, Database Sizes etc.	Details will be shared with Successful bidder
263	Volume I						13. Section 4A Scope of Work Migration of Applications and Databases mentioned. Please clarify if the applications will have to be migrated from already existing environment.	Please refer 4. scope of work , page no 53 and 54
264	Volume I	60			OPERATIONS & MAINTENANCE WITH OPTIMIZATION OF CLOUD SERVICES	BACKUP ON CLOUD	Please share the Backup retention policy details(Daily/Weekly/Monthly)	Details will be shared with Successful bidder
265	Volume I	26			d.Technical Proposal document comprising of:	o Cloud Migration Approach and methodology	Please share the Complete IT Infra & Application Landscape with Serial No. Version, OS, dependencies, to share the optimised Cloud Migration Approach and methodology	Details will be shared with Successful bidder
266	Volume I	54			TRAINING AND KNOWLEDGE TRANSFER	Provide training and support to engineers/professionals identified by the department, either on-site or online as and when required, on cloud management	Please specify how many people need to get the training. Also specify batch size for the users for training	Details will be shared with Successful bidder
267	Volume I	-			General Query-DR on Cloud	DR on Cloud	*Does this RFP include DR on the cloud as well? * If so, kindly give details of the DR specifications. * Please state whether DR will have a 100% or 50% DC capacity.	High Availability to be met as per RFP. Please refer RFP for Clarity
268	Volume I			Technical Compliance Section		Additional	1. Native services for managing the lifecycle of containers, automating tasks such as auto-scaling, load balancing, and service discovery, orchestration, Registry and ensuring the reliability and resilience of the system as a whole.(The workload is container based. It is better to use cloud native services)	RFP condition prevails
269	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	2. Cloud Native tools for operational performance improvement and provide actionable insights derived from logs and metrics. (Majority of MeitY empaneled vendors provide cloud native tools for actionable insights.)	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
270	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	3. Accept a pod definition and directly support Kubernetes pod as a deployable unit. (Ease of use of Kubernetes to accept pod definition directly and deploy. Available with major CSP)	RFP condition prevails
271	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	4. CSP should offer native management and monitoring of tools and services used for the application like Next Generation Firewall (NGFW), Web Application Firewall (WAF),DDoS protection, Threat Prevention System, DDoS protection, VAPT, SIEM/SOAR, NGAV, etc. (This is to have a capable CSP. Most hyperscalars having it)	RFP condition prevails
272	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	5. CSP should offer a service to centrally manage firewall rules across multiple accounts. Automatically enforce your defined security policies across existing and newly created resources. (Managing firewall centrally is easy for security engineer, however, primary for safety of resources. Automatic enforcement is important)	RFP condition prevails
273	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	6. Network and Security: CSP should offer cloud native agentless malware detection at OS and application level for the VMs (Leveraging cloud native malware detection will be helpful for the customers)	RFP condition prevails
274	Volume I			E. CLOUD SERVICES SPECIFICATIONS AND REQUIREMENTS		Additional	7 Block Storage: Permanent non-ephemeral Block storage (Special SSD with 10,000 IOPS and 750 MB/s of throughput per volume) **CSP Service Specifications:** 400 GB per VM.	RFP condition prevails
275	Volume I	36-38	Section 4: Financial proposal	Bill of Material			In-memory data stores which can be seamlessly deployed, run, and scale, provided as native managed service. (This can replace the cache server requirement. This improves the compute performance and recommended for applications with Kubernetes in cloud native apps.) This functionality is required to handle Concurrent search request from commuter mobile app	RFP condition prevails
276	Volume I		Section 3: Proposal Submission	14. CHECKLIST FOR MANDATORY REQUIREMENTS OF PROPOSED CSP	11	Certificate Authority	Count of SSL Certificate. Are we looking for Self Signed Certificate	Please refer page number 34
277	Volume I		Section 5: Terms of Reference	2. ABOUT BMTC'S MOBILE APP PROJECT	2	SCOPE OF WORK	BMTC want to connect cloud infra through IPSec tunnel only or a dedicated private connectivity required? If so, what is the anticipated BW required for this connection.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
278	Volume II	100		2.5 FORCE MAJEURE	2.5.2 Force Majeure Events(viii)	For the avoidance of doubt, it is expressly clarified that the failure on the part of the selected Managed Service Provider under this Agreement or the service levels to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the service levels against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, Managed Service Provider will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability there from (wherever applicable).	We propose to modify this clause: For the avoidance of doubt, it is expressly clarified that the failure on the part of the selected Managed Service Provider under this Agreement or the service levels to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement or the service levels against natural disaster, fire, sabotage or other similar occurrence shall not be deemed to be a Force Majeure event. For the avoidance of doubt, it is further clarified that any gross negligence in performance of Services which directly causes threatened any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure". In so far as applicable to the performance of Services, Managed Service Provider will be solely responsible to complete the risk assessment and ensure implementation of adequate security hygiene, best practices, processes and technology to prevent any breach of security and any resulting liability there from (wherever applicable).	RFP condition prevails
279	Volume II	101		2.6. Suspension	2.6	The Client may by written notice of suspension to the Service Provider, suspend all payments to the Managed Service Provider hereunder, if the Managed Service Provider fail to perform any of their obligations under this contract, including the carrying out of the Services, provided that such notice of suspension a. shall specify the nature of the failure, and b. shall request the Managed Service Provider to remedy such failure within a period not exceeding thirty (30) days after receipt by the Managed Service Provider of such notice of suspension.	Service Provider proposes the following to be added: (a) In the event of such termination of this RFP/Agreement by BMTC for its convenience, BMTC shall pay early termination charges as determined by the Service Provider.	RFP Condition Prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
280	Volume II	111		8.Settlement of Dipspute	8.2	Any dispute of either party, which cannot be settled amicably amongst themselves within thirty days of either party intimating it to the other party through writing, shall submit their dispute to the Managing Director, Bangalore Metropolitan Transport Corporation, who shall hear the dispute of the parties and pass the judgment, the orders of the Managing Director, BMTC shall be final	Request to add Arbitration as dispute resolution mechanism and hence amend the clause to read as under "Any dispute of either party, which cannot be settled amicably amongst themselves within thirty days of either party intimating it to the other party through writing, shall submit their dispute to the Managing Director, Bangalore Metropolitan Transport Corporation, who shall hear the dispute of the parties and pass the judgment, the orders of the Managing Director, BMTC shall be final Arbitration to be conducted by a sole arbitrator appointed mutually and shall be governed by Arbitration and Conciliation Act and rules made thereunder. The Venue of arbitration shall be Bangalore and it shall be conducted in English language.	RFP condition prevails
281	Volume II	112		10. Indemnification & Limitation of Liability	10 (e)	The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 9	We propose that the liability to be limited as below: 1) "Service Provider's entire liability for all claims related to the Agreement will not exceed the aggregate amount of any actual direct damages incurred by up to the amounts paid (if recurring charges, up to 12 months' charges apply) by BMTC for the product or service that is the subject of the claim, regardless of the basis of the claim. This limit applies collectively to Service Provider, its subsidiaries, contractors, and suppliers." 2) The Bidder seeks deletion of the exceptions to the liability cap."	RFP condition prevails
282	Volume II	114		11. Risk Purchase	11	Risk Purchase : If the Managed Service Provider fails to perform its obligations (or any part thereof) under the Agreement or if the Agreement is terminated due to breach of any obligations and/or terms and conditions by the Managed Service Provider under the Agreement, the client reserves the right to procure the same or equivalent Services from alternative sources at the Service Provider's risk and responsibility. Any incremental cost borne by the Client in procuring such Services shall be borne by the Service Provider. Any such incremental cost incurred in the procurement of such Services from alternative source will be recovered from the undisputed pending due and payable Payments /Security Deposit / Performance Bank Guarantee provided by the Managed Service Provider under the Agreement and if the value of the Services under risk purchase exceeds the amount of Security Deposit and / or Performance Bank Guarantee, the same may be recovered, if necessary, by due legal process.	Since the authority already has the right to levy penalties request to kindly delete this clause.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
283	Volume II	114		12. Format for NDA		Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party,	We propose to modify this clause: Whereas, each party desires to disclose to the other party certain information in oral (Later on reduced in writing within 15 days of disclosure by the disclosing party) or written form which is proprietary and confidential to the disclosing party,	RFP Condition prevails
284	Volume II	114		12. Format for NDA	Sl No. 1. Confidential Information	The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document knowhow, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party's data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department's information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information	We propose to modify this clause:The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media (Later on reduced in writing within 15 days of disclosure by the disclosing party), and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document knowhow, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party's data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department's information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information	RFP Condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE00[illegible] Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
285	Volume II	116		12. Format for NDA	Sl No. 5 Remedies	Company acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department; (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and (c) injury sustained by Department may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.	We propose to modify this clause:Company acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department; (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and (c) injury sustained by Department may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.	RFP Condition prevails
286	Volume II	117		12. Format for NDA	Sl No. 17 Survial	Survival: Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement	Request to amend the clause to read as under "Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till Two years perpetuity even after any expiration or termination of this Agreement	RFP Condition prevails
287	Volume II	117		12. Format for NDA	Sl No. 17 Survial	Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement	We propose to modify this clause: Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive for 3 years post till perpetuity even after any expiration or termination of this Agreement	RFP condition prevails
288	Volume II	117		12. Format for NDA	Sl No. 19 Term	Subject to aforesaid section 17, this Agreement shall remain valid up to .... Years from the "effective date".	We propose to modify this clause: Subject to aforesaid section 17, this Agreement shall remain valid up to 1 (One) Years from the "effective date". The Agreement can be terminated by mutual consent of the Parties, provided 30 day notice have been given in writing by either party.	RFP condition prevails

SUBJECT : SELECTION OF MANAGED SERVICE PROVIDER (MSP) FOR CLOUD SERVICES TO BMTC

Reply to pre-bid queries for tender no. Tender No: BMTC/2023-24/SE0074 Date:14.06.2023

Sr. No.	Volume	Page No.	Section	Clause	Section No.	Content of the RFP	Clarification Sought	BMTC Reply to queries
289	Volume II	117		12. Format for NDA	Sl no. 18 non-solicitation	1. During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.	We propose to modify this clause:During the term of this Agreement and thereafter for a further period of One (1) two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department. This provision shall however not apply to any solicitation conducted through general advertisement of employment opportunities through placement agencies, public advertisement or otherwise which do not specifically target such employees	RFP condition prevails
290	Volume II			GCC Part II	10 (a)		Please clarify the below: 1) There is no Section 9 (d), please clarify which section are you referring? 2) Further, we propose to make the indemnity clause mutual 3)Client shall also indemnify, defend and hold Service Provider harmless from any and all claims (including claims by any governmental authority seeking to impose penal or criminal sanctions) (i) relating to Client's or its end users' use of the Services; and/or (ii) claims arising from Client's violation of any applicable law.	1) There is no Section 9 (d) 2) RFP condition prevails 3) RFP Condition prevails